SIMULTANEOUS VISUAL AND TELEPHONIC ACCESS TO INTERACTIVE INFORMATION DELIVERY

Abstract of the Disclosure

The functionality of Advanced Intelligent Network (AIN) components and Internet-based resources are integrated to provide simultaneous visual and telephonic access to an interactive information delivery system. The present invention enhances conventional Interactive Voice Response (IVR) systems by simultaneously providing visual information that corresponds to the voice-based information that is delivered telephonically. A user that contacts a conventional IVR service provider (IVR host) can be provided with the option of a Visual IVR (VIVR) session. The VIVR session can provide visual information to the user in the form of HTML-formatted web pages delivered over an Internet connection and will provide audible message information over a conventional wireless or wireline voice telephone connection. A VIVR session can coordinate the delivery of visual information (e.g., web pages) and the delivery of telephony-based information (e.g., audio file playback) such that the user hears an audible message on the telephone that corresponds to the information displayed on a networking device. The user may provide instructions to a VIVR Server over either the telephone or the networking device. The VIVR Server will respond to instructions received by either the telephone connection or the Internet connection.

Attorney Docket No.: 60001.0008US01
BellSouth Reference No.: 00380